Roger MyLink

User Guide

roger

PHONAK
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1. Welcome

Congratulations on choosing Roger MyLink from Phonak. Roger MyLink is an easy-to-use and affordable Roger receiver suitable for use with any hearing aid featuring a T-Coil (from Phonak or any other manufacturer). Roger MyLink is compatible with most Roger microphones from Phonak.

Your Roger MyLink is a Swiss premium-quality product developed by Phonak, the world's leading hearing healthcare company.

Please read this User Guide thoroughly to benefit from all the possibilities your Roger MyLink offers.

If you have any questions, please consult your hearing care professional or local Phonak support center.

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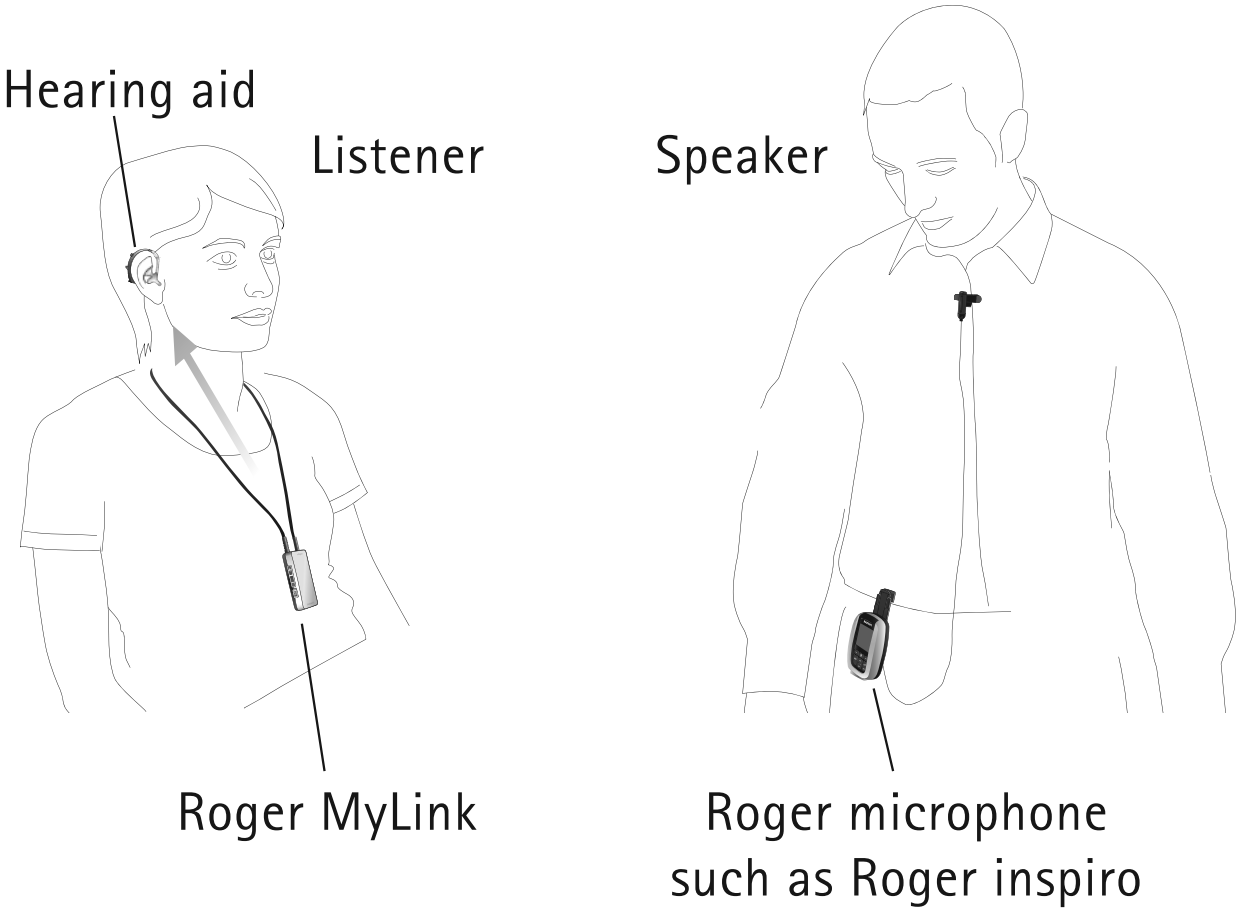
2. Getting to know your Roger MyLink

Your hearing system consists of three main elements: Roger MyLink, your hearing aids and a Roger microphone, such as Roger inspiro.

The Roger microphone transmits the speaker's voice wirelessly to your hearing aids via the Roger MyLink. You only need to activate the T-Coil in your hearing aid(s) to hear the speaker's voice loud and clear in your ear(s).



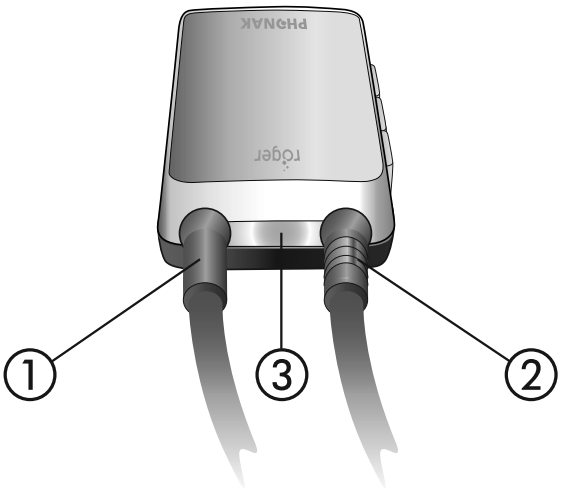
2.1 Compatibility

Your hearing aids must feature a T-Coil to receive speech signals from Roger MyLink. Please ask your hearing care professional if you are unsure whether or not your hearing aids have a T-Coil.

A compatible Roger microphone is also required to pick up the voice of the speaker. In this User Guide, Roger inspiro is used as an example.

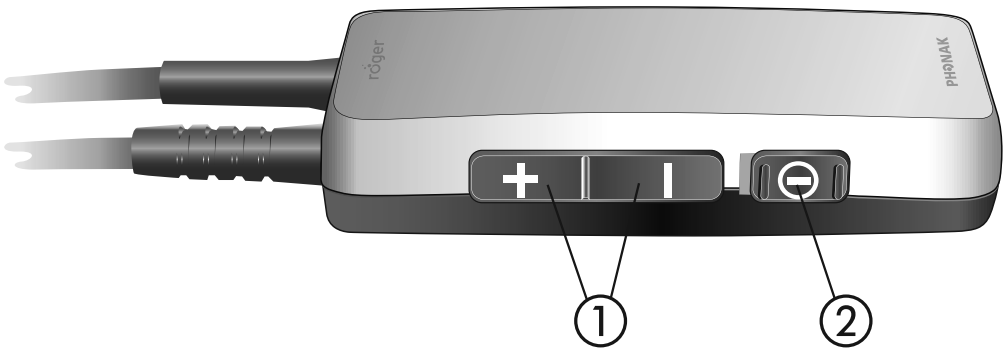
2.2 Device description

① Fixed side of neckloop
② Detachable side of neckloop
③ Green/orange status indicator



2. Getting to know your Roger MyLink

① Volume control
② On/off



① Charging socket
② Headphone socket
(2.5 mm)

2.3 Indicator light

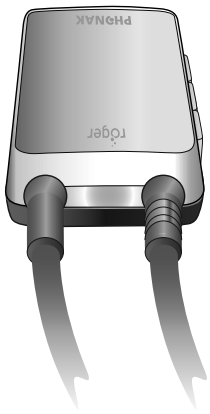
Green light

Orange light

① Battery almost exhausted
② Battery completely exhausted
③ Charging
④ Charging complete
⑤ Volume control: minimum/maximum position
⑥ Volume control: middle position

2. Getting to know your Roger MyLink

General



Switching Roger MyLink on

The green light is visible for 3 seconds

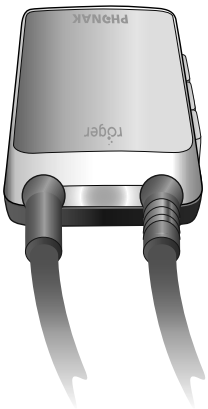
Battery status

a) 60 seconds

3 orange flashes (and 3 beeps), repeated every 60 seconds

b)

10 orange flashes (and 10 beeps)

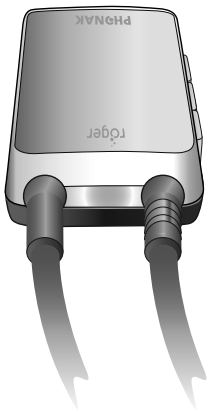


Meaning	User action
Roger MyLink has been switched on and is ready for use.	Switch on the Roger microphone and set the hearing aids to the T-Coil program.
Battery is almost empty.	Charge Roger MyLink as soon as possible (within an hour).*
Battery is completely exhausted. Roger MyLink can no longer be used without first being charged. Roger MyLink will automatically switch off after ten flashes.	Charge Roger MyLink immediately (within an hour). * * We recommend you charge Roger MyLink and your microphone at the same time.

Charging

c)

Green double-flashes every 5 seconds



d)

The green light is constantly visible

Volume

e) One orange flash (and a double beep)

f) One green flash (and a single beep)

Meaning	User action
Roger MyLink is connected to the charger and is being charged.	Wait until battery is charged. Charging a completely exhausted battery takes around two hours. The battery will be 80% charged within one hour.
Roger MyLink's battery is fully charged.	Unplug the charger. The green light will disappear, meaning Roger MyLink is ready for use.

The volume control is set to either maximum or minimum position.

The volume control is in the middle position.

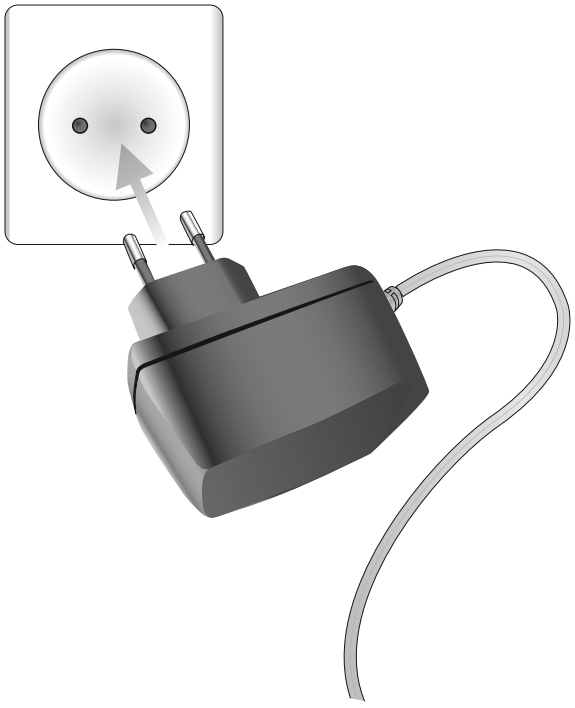
3. Getting started

Step 1. Charge your Roger MyLink

Fully charge Roger MyLink and your Roger microphone before using the system for the first time.
An empty Roger MyLink battery is:

- 80% charged after one hour
- 100% charged after two hours

Plug the charging unit into an easily accessible power socket.

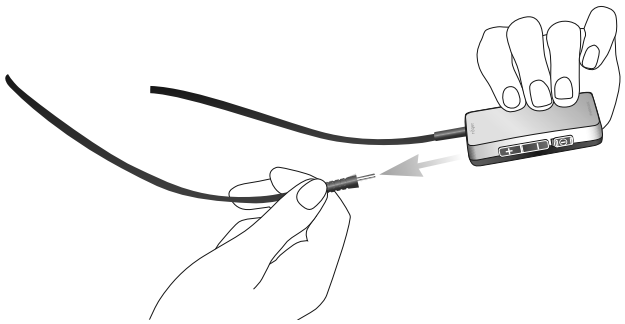


⚠ Only use original Phonak charging units.

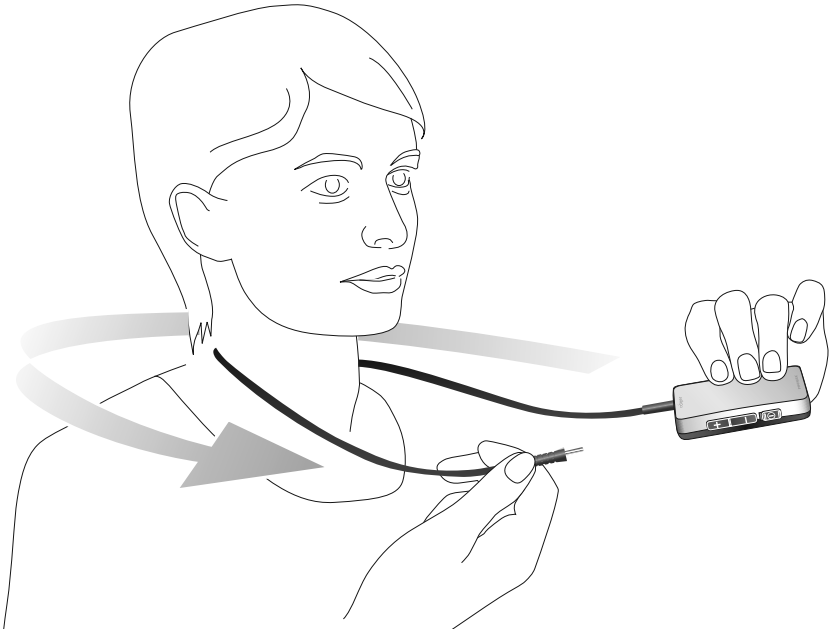
Plug the connector from the charger into the Roger MyLink charging socket.

- Once fully charged, Roger MyLink can be used for 10 or more hours.
- Roger MyLink cannot be used when the charger is still attached.

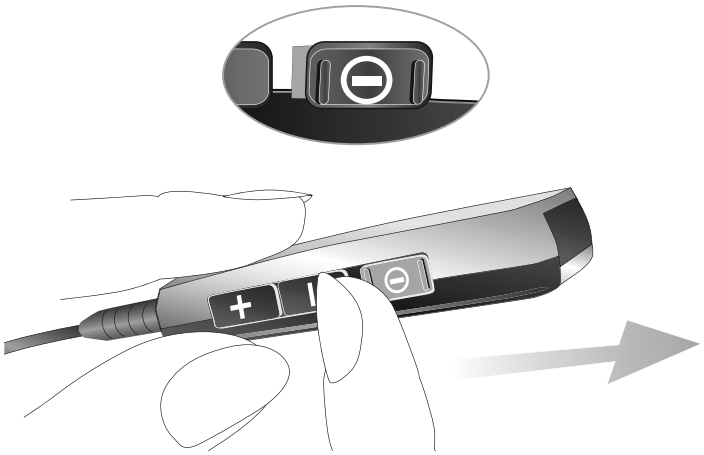
Step 2. Detach the neckloop



Step 3. Hang Roger MyLink around the neck and reattach the loop



Step 4. Switch Roger MyLink on



Step 5. Choose how to wear Roger MyLink

Step 6. Turn on your Roger microphone

Step 7. Switch your hearing aids to the T-Coil program

ⓘ It may be necessary to contact your hearing care professional to enable the T-Coil program in your hearing aids.

Step 8. Connect Roger MyLink to your Roger microphone

Hold Roger MyLink within 10 cm / 4 inches of your Roger microphone and press Connect on the Roger microphone.

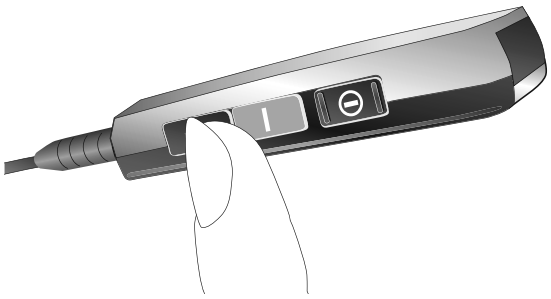
ⓘ Step 8 is only required the first time you use Roger MyLink. Roger MyLink will then remain connected with your microphone even after Roger MyLink has been rebooted.

Ready!

Step 9. Adjust Roger MyLink's volume

Volume up

Volume down



Short button press: The volume will increase / decrease only slightly.

Long button press: The volume will continue to increase / decreased until you stop pressing the button.

Once you have chosen your preferred volume, Roger MyLink will automatically store this setting for next time.

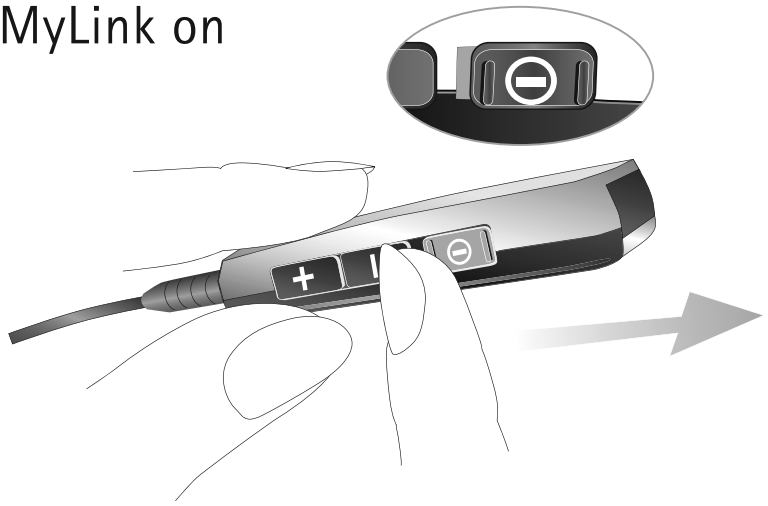
ⓘ If the wirelessly transmitted signal is not strong enough, increase the volume setting on Roger MyLink.

4. Using headphones

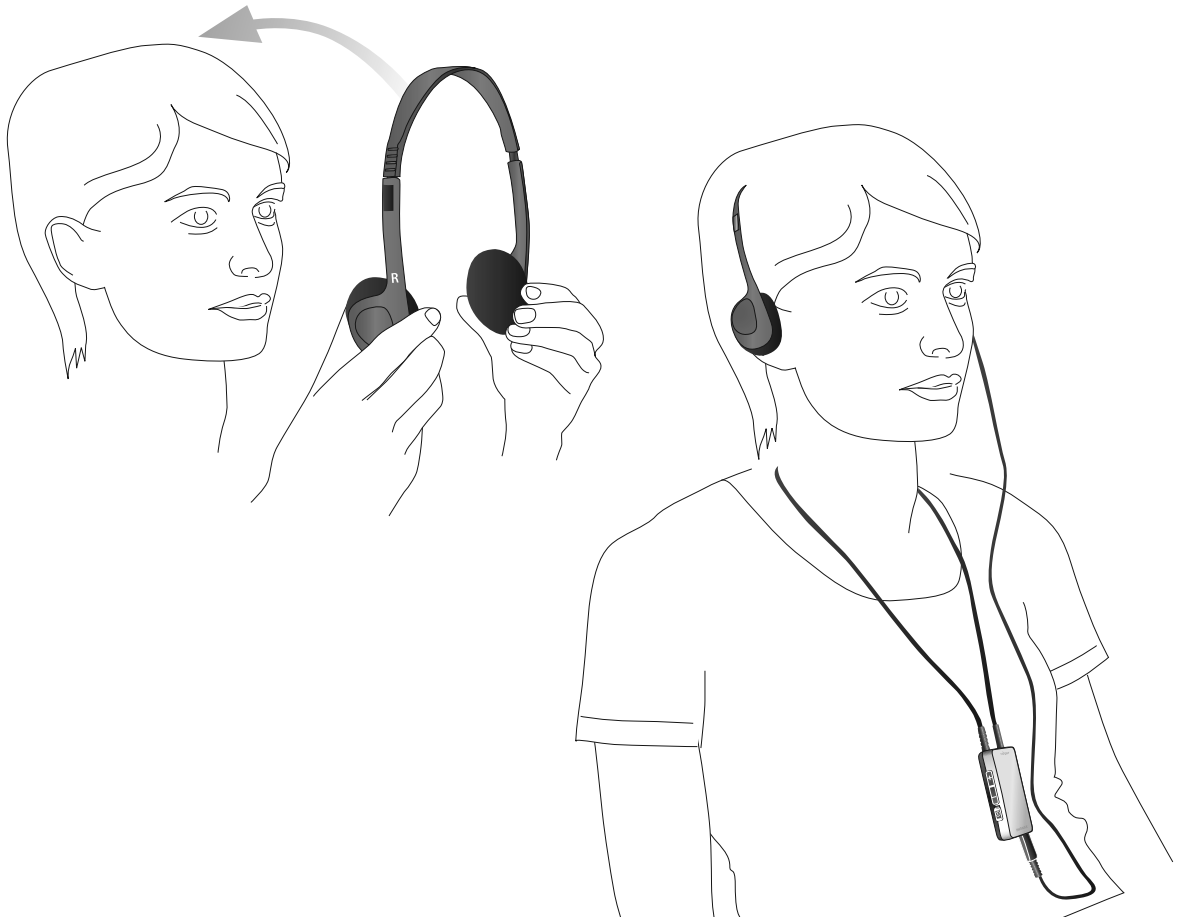
People who do not wear hearing aids can use Roger MyLink with headphones. To benefit from maximum hearing comfort, we recommend using official Roger MyLink headphones.

Step 1. Plug the headphones into Roger MyLink's headphone socket

Step 2. Turn Roger MyLink on



Step 3. Put the headphones on



- The neckloop is automatically switched off when the headphones are attached (to save battery power).
- Use Roger MyLink's volume control to increase or decrease the volume of the transmitted signal (see page 20).

5. More detailed information

Operating range:	Up to 20 meters / 66 feet
Battery:	Rechargeable Lithium-Polymer accumulator
Power supply:	7.5 VDC / 250 mA
Wireless:	2.4 GHz

6. Troubleshooting

The following is a summary of frequently asked questions about Roger MyLink and our answers to them.

Most probable cause	*Solution*
The green light is not visible when Roger MyLink is switched on	
■ Battery is completely exhausted	■ Charge Roger MyLink
I cannot hear sound from the Roger microphone	
■ One or all devices are switched off	■ Make sure all devices (Roger MyLink, Roger microphone, hearing aids) are turned on and fully operational
■ The T-Coil is not activated	■ Switch your hearing aids to the T-Coil program
■ Roger MyLink is not connected to your Roger microphone	■ Connect Roger MyLink with your Roger microphone by pressing 'Connect' on your microphone. Note that Roger MyLink needs to be within 10cm/4 inches of your Roger microphone
■ The Roger microphone is muted	■ Unmute the Roger microphone (refer to its User Guide)
■ Roger MyLink is out of range of the Roger microphone	■ Move closer to the Roger microphone to move within its operating range

Most probable cause	*Solution*
The signal is interrupted during audio streaming	
■ Roger MyLink is too far away from the Roger microphone	■ Move closer to the Roger microphone to move within its operating range
■ Roger MyLink is shielded by an obstacle (e.g. human body)	■ Adjust the device orientation and make sure you are in line of sight to the Roger microphone
The sound of Roger MyLink is bad	
■ Electromagnetic fields from other equipment may create an audible hum through the T-Coil of your hearing aids	■ Move away from electronic equipment until the hum stops
■ Roger microphone is not worn correctly	■ Make sure the Roger microphone is worn as indicated in its User Guide
The volume is too loud or too soft	
■ Volume is not correctly set	■ Adjust the volume on Roger MyLink until it suits your preference

7. Important information

Please read the information on the following pages before using your Phonak Roger MyLink.

7.1 Hazard warnings

⚠ Persons with pacemakers or other medical devices should ALWAYS consult their physician, the manufacturer of their device BEFORE using the Roger MyLink. The use of Roger MyLink with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.

⚠ Keep this device out of reach of children under 3 years of age.

⚠ Switch Roger MyLink off when you enter a room with an activated loop system.

⚠ Do not use water or fluids for cleaning. It is recommended to use Phonak CleanLine products. Your hearing care professional will be glad to advise you.

⚠ Opening the Roger MyLink might damage it. If problems occur that cannot be resolved by following the guidelines in the Troubleshooting section of this User Guide, consult your hearing care professional.

⚠ Your Roger MyLink should only be repaired by an authorized service center. Changes or modifications to this device that were not explicitly approved by Phonak are not permitted.

⚠ Please dispose of electrical components in accordance with your local regulations.

⚠ Do not use your Roger MyLink in areas where electronic equipment is prohibited. If in doubt, please ask the person in charge.

⚠ Roger MyLink should not be used on aircrafts unless specifically permitted by flight personnel.

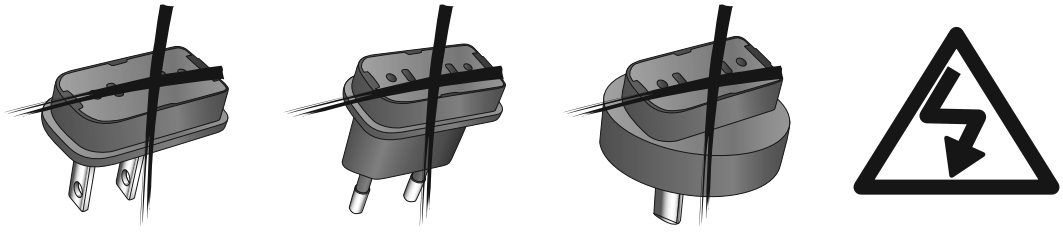
⚠ External devices should only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

⚠ Only use accessories that are approved by Phonak AG.

⚠ When operating machinery, ensure that no parts of your Roger MyLink can get caught in the machine.

⚠ Do not charge Roger MyLink while it is on your body.

⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.



7.2 Product safety information

ⓘ Protect the Roger MyLink from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct contact with skin when sweating (workout, fitness, sport).

ⓘ X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the Roger MyLink.

ⓘ Protect the Roger MyLink from excessive shock and vibration.

ⓘ Do not expose your Roger MyLink to temperatures and humidity outside of the recommended conditions stated in this User Guide.

ⓘ Do not use excessive force when connecting your Roger MyLink to its different cables.

ⓘ Protect all openings (microphones, audio input and charger) from dirt and debris.

ⓘ If the Roger MyLink has been dropped or damaged, if it overheats during charging, has a damaged cord or plug, or has been dropped into liquid, stop using your Roger MyLink and contact your hearing care professional.

ⓘ Never use a microwave or other heating devices to dry the Roger MyLink.

7. Important information

ⓘ Clean the Roger MyLink using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the Roger MyLink.

ⓘ Only recharge your Roger MyLink using chargers supplied by Phonak or by stabilized chargers providing 5VDC and ≥500 mA.

ⓘ When the Roger MyLink is not in use, turn it off and store it safely.

ⓘ The Roger MyLink has a built-in rechargeable battery. This battery can be charged and discharged hundreds of times but may eventually wear out. The battery may then only be replaced by authorized personnel.

7.3 Other important information

- High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the Roger MyLink's operating range.

- Roger MyLink collects and stores internal technical data. This data may be read by a hearing care professional in order to check the device, as well as to help you use your device correctly.

- The digital signal sent from the Roger microphone to a connected receiver cannot be overheard by other devices which are not in the transmitter's network.

- Be aware that wireless transmission from transmitter to receiver may be interrupted due to interference or moving out of range, and that words which are then spoken by the transmitter wearer may not be heard by the receiver wearer.

- Avoid exposing the receiver to hair spray or other cosmetic chemicals.

- The sensitivity of the hearing aid microphone may be reduced by the use of your Roger MyLink and therefore environmental awareness may be reduced.

7.4 International use

- The Roger MyLink is operating in the 2.4GHz ISM Band, which is unlicensed and worldwide available.

8. Service and warranty

8.1 Local warranty

Please ask the hearing care professional, where you purchased your Roger MyLink, about the terms of the local warranty.

8.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number:

_____

Authorized hearing care professional (stamp/signature):

Date of purchase:

_____

_____

9. Information and explanation of symbols

CE

With the CE symbol, Phonak AG confirms that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment.

This symbol indicates that Roger MyLink products meet the requirements of a Type BF component containing EN 60601-1.

This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.

9. Information and explanation of symbols

This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

Important information for handling and product safety.

Australian EMC and Radiocommunications compliance label.

Operating conditions

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.
0°C to +40° Celsius (+32° to +104° Fahrenheit) and relative humidity of <95% (non condensing).

Transport and storage conditions

During transport or storage, the temperature should not exceed the limit values of –20° to +60° Celsius (–4° to +140° Fahrenheit) and relative humidity of 90% for a long period of time. The air pressure between 500 hPa and 1100 hPa is appropriate.

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.
This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.
Please contact the local recycling facility for removal of the battery.